## Service Operations

**EOHHS-IT POLICY & PROCESS DOCUMENTATION**

# Work Instructions

# New User Receiving Device

# 8.16.22

**EOHHS-IT**

IT-CORE INFRASTRUCTURE

*Proudly Servicing EOHHS*

## **Workflow for User Receiving Device/Equipment**

1. End User submits Network & Email Request Form
2. Workflow Task that needs Completions:
    a. Upper Management Approves Seq TR Unit Director Approval)
    b. Upper Management Approves Seq TR CIO/SIO Approval)
    c. ITAM Completes Seq (TR-Asset Analysis)
3. ITAM sends "Device requests to be taken from Depot" email to ROM,
4. Depot's ITSM and Site's ITSM
5. After user's account has been created and Office365 licenses
6. Activation, Site ITSM sends user and user's supervisor's Booking's Link
7. User schedule's pickup with Depot ITSM via Bookings
8. User picks up device and set up documentation.
9. Depot ITSM updates Configuration Item in CA with User and Serial Number